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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Carney  
Title : Computer-Implemented System And Method For  
Managing Service Agents  
Application No. : 10/674,749  
Filed : September 30, 2003  
Group Art Unit : 2122

STATUS INQUIRY

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this correspondence  
is being deposited today with the United  
States Postal Service as first class mail in  
an envelope addressed to: Commissioner for  
Patents, P.O. Box 1450, Alexandria, VA  
22313-1450

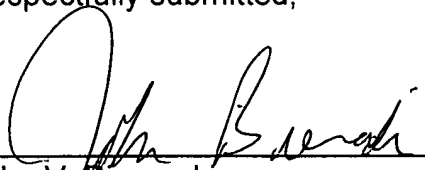
on August 25, 2006

By: Kathie G. Kopczynski

Dear Sir:

The above-referenced application was filed in the United States on  
September 30, 2003, and we have not yet received an Office Action or Notice of  
Allowance for the same. Please advise the undersigned when we should expect to  
receive an action or notice.

Respectfully submitted,

  
John V. Biernacki  
Jones Day  
North Point  
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Cleveland, Ohio 44114  
(216) 586-7747

Date: August 25, 2006